



# Ayman Husain

Date of Birth: 19/03/1980  
Nationality: Jordanian

Saudi Arabia – Riyadh

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## SUMMARY

Experienced, Passionate Hotelier with a demonstrated history of working in the hospitality industry. Skilled in Guest Experience, Service Standards, Revenue Management, and Rooms Division Management. Strong operations professional with various Hospitality Qualifications.

## EXPERIENCE

### **Executive Housekeeper and Brand Champion Crowne Plaza Riyadh RDC Hotel & Convention Center**

Digital City Riyadh, Saudi Arabia — March 2019 – Now

- Leading Housekeeping Team, to maintain and deliver 326 Rooms and more than 12,000 sqm event space, including Ballroom, Convention Center, Exhibition Center, and Meeting Rooms.
- As a Brand Champion Leading Learning & Development Department, by facilitating all Brand Trainings, and Leading all Departmental Trainers.

#### **Achievements:**

- Achieve 92% Guest Satisfaction in terms of Room Cleanliness 2020 and be part of top Performers in EMEAA.
- Successfully Implemented Room Inspector Initiative.
- Successfully Implemented Crowne Plaza Dare to Connect Service Style across the hotel Departments.

### **Guest Experience / Front Office Manager, Crowne Plaza Riyadh RDC Hotel & Convention Center (Pre-Opening Team)**

Digital City Riyadh, Saudi Arabia — November 2017 – Feb 2019

- Leading Front Office Team, and Guest Experience Journey

#### **Achievements:**

- Implement all departmental SOP's prior the Hotel Opening.
- Train the entire FO team, and made them ready for successful opening.
- Achieve 100% Localization before handing over the department to a local talent.
- Achieve and Exceed hotel target in terms of GSI (Guest Satisfaction Index)

### **Technology Manager, Crowne Plaza Riyadh RDC Hotel & Convention Center – (Pre-Opening Team)**

Digital City Riyadh, Saudi Arabia — October 2016 – November 2017

### **Technology Manager, InterContinental Al Khobar**

Al Khobar, Saudi Arabia — August 2012 – September 2016

### **Assistant Technology Manager, InterContinental Dar Al Tawhid**

Makkah, Saudi Arabia — June 2007 – August 2012

### **Technology Operation Manager, National Information Technology Center (NITC)**

Amman, Jordan — March 2003 – May 2007

## EDUCATION

### **Private Amman University - Jordan**

Bachelor's Degree — 1998 - 2002

Faculty of Information Technology, Computer Science

### **Confederation of Tourism & Hospitality (CTH)**

Diploma — July 2015

CTH Level 4 Hospitality Leadership (QCF)

### **Cornell University**

Diploma — 2013 – 2014

Project Leadership

### **IHG**

Diploma — Jan 2021

Concerto Revenue Management

## LANGUAGE

- Arabic (Mother Tongue)
- English (Fluent Conversation, Reading, & Writing)

## REFERENCE

- Mr. Fady Sawaya – Area General Manager Riyadh Central Hotels – IHG +966 558 810 083
- Mr. Mohammed Abu Harba – Area General Manager Makkah & Madinah Hotels – IHG +966 506 545 568
- Mr. Josef Sorger, Former Area General Manager Saudi East & Government Hotels – IHG +43 676 443 4187